




# Case Management Perspectives

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# Communication



◆ “The hills are alive with the sound of music.”

◆ “It may, however, be noted that the alpine geophysical formations co-exist in an organically viable state in conjunction with rhythmic tonal variations.”



# Case Management: What's In It For Me?

- ◆ Employers
- ◆ Employees
- ◆ Labor Unions
- ◆ Medical Providers
- ◆ Insurance / TPA Providers
- ◆ Rehabilitation Providers
- ◆ Legal Counsel



# Industry Models

- ◆ Internal Industrial Case Management
- ◆ “Carve Out” Experience
  - ◆ 1.
    - ◆ 1.Education
    - ◆ 2.Safety & Prevention
    - ◆ 3.Early Intervention
    - ◆ 4.Case Management
    - ◆ 5.Early RTW
    - ◆ 6.Facilitation & Coordination




# Employee Occupational Health

- ◆ Employer-Based
- ◆ Health Care Industry
- ◆ Consistent Injury Response
- ◆ Coordination of Medical Issues
- ◆ Oversight of Claims Issues
- ◆ Occupational Health Nurse: Gatekeeper

Appropriate Medical Care, Claims Management,  
and Benefit Provision with Healing, Recovery &  
Return To Work

# “Carve-Out” Experience

## Labor Code §3201.5

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- ◆ Alternative Dispute Resolution Program
  - ◆ Agreed List of Medical Providers
  - ◆ Agreed and limited list of QME's
  - ◆ Joint Labor Management Safety Committee
  - ◆ Light-duty, Modified Job or RTW Program
  - ◆ Agreed List of Vocational Rehab Counselors
  - ◆ Ombudsperson: Gatekeeper
  - ◆ Collective Bargaining Agreement



# Proactive Model Advantages

- ◆ Optimal Access to Medical Care
- ◆ Improved Communication Between all Parties
- ◆ Optimal Access to Benefit Delivery
- ◆ Safety & Prevention Strategies
- ◆ Light Duty/Modified Alternate Work
- ◆ Parties Continue Working Relationships
- ◆ Injured Worker's Welfare and Recovery Priority
- ◆ Efficient Delivery System
- ◆ Issues Addressed Quickly & Costs Reduced



# Occupational Disability Management

Proactive Response to Injury and Disability

- ◆ Joint Labor-Management Initiatives
- ◆ Communication
- ◆ Safety & Prevention
- ◆ Education
- ◆ Early Intervention
- ◆ Gatekeeper
- ◆ Case Management
- ◆ Early RTW Programs



# Why Favorable Results?

- ◆ Disputes Resolved Early, or Before Arising
- ◆ Fewer Delays in Medical Care and Benefits
- ◆ Early RTW Programs
- ◆ Information & Assistance Throughout
- ◆ Non-Adversarial Environment
- ◆ Quicker resolution of claims
- ◆ Efficient & Comprehensive
- ◆ Incorporates Safety & Prevention
- ◆ Employee Service Focus